

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

CUSTOMER SERVICE SPECIALIST

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Customer Service Specialist is the second level in a four level Customer Service series. Incumbents are responsible for receiving and responding to customer inquiries and complaints; receiving and processing payments; receiving and processing various applications, licenses, permits and other forms; maintaining customer accounts; and, updating service accounts, permits, licenses, and citations into applicable information systems.

Distinguishing characteristics within the class, based upon assignment are, at entry, responsibility for assisting with and learning how to perform the essential duties of the classification under close supervision. Journey positions are responsible for independently performing the essential duties of the classification.

The Customer Service Specialist is distinguished from the Customer Service Technician by its responsibility for performing a variety of public assistance, order processing, cashiering, and clerical accounting activities. The Customer Service Specialist is distinguished from the Senior Customer Services Specialist, which is responsible for making work assignments, overseeing the work of others, training, ordering and distributing supplies, preparing reports, and performing administrative tasks in the absence of the supervisor.

Deleted: electricians

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

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|----|---|--------------|
| 1. | Processes customer account queries and service requests via computerized service/work orders to various service divisions, ensuring compliance with applicable City policies and procedures and a positive customer experience; closes out service/work orders upon completion. | Daily
20% |
| 2. | Performs cash handling activities which, depending on assignment, may include: receiving payments; issuing change; processing credit card payments; processing checks; encoding check deposits; preparing bank deposits; researching returned items; and/or, performing other related activities. | Daily
10% |
| 3. | Performs a variety of routine clerical activities, which includes: photocopying, sending and receiving faxes, filing, processing incoming and outgoing mail, and/or performing other related activities. | Daily
10% |
| 4. | Monitors and maintains office inventory, supplies, and materials. | Daily
10% |

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TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)		FRE- QUENCY
5.	Enters a variety of data and/or requests for information/service in applicable database(s), ensuring accuracy and completeness of information.	Daily 10%
6.	Researches and analyzes various sources of data for customer eligibility status, account adjustments, and/or other applicable issues.	Daily 5%
7.	Assists with billing processes which, depending on assignment, may include: calculating pro-rated billings; requesting rereads or repairs of questionable meter data; downloading meter reading information; evaluating meter reading data; backing up data files; setting up accounts; and/or, performing other related activities.	Daily 5%
8.	Prepares routine operational reports related to customer service matters.	Daily 5%
9.	Prepares a variety of written correspondence to customers regarding account information, including demands for payoff.	Weekly 10%
10.	Processes lien additions and removals, ensuring compliance with established policies and procedures.	Weekly 10%
11.	May dispatch employees to service calls.	Varies 0 – 5%
12.	Performs other duties of a similar nature or level.	As Required

Training and Experience (positions in this class typically require):

- A High School Diploma, or GED is required; two years of related experience as a Customer Service Technician is required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

- Typing Certificate

Deleted: None

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Knowledge (position requirements at entry):

Knowledge of:

- Customer service policies, principles and practices;
- Principles, policies, practices and operations in assigned area of responsibility;
- Office procedures, principles, practices and equipment;
- Mathematical concepts;
- Financial recordkeeping procedures and methods;
- Research methods;
- Proper grammar, punctuation and spelling.

Skills (position requirements at entry):

Skill in:

- Providing customer services
- Keyboarding
- Counting, records, and balancing cash transactions and other monies
- Resolving service work/ order discrepancies and requests for service
- Preparing and performing mathematical calculations
- Handling multiple tasks simultaneously
- Applying researching methods
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Using computers and applicable software applications
- Using and maintaining applicable tools, equipment, vehicles, and hardware and software related to job duties
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, and talking.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects including one's own body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. Some positions may require more frequent walking, lifting and standing.

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Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

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